

ABSTRACT OF THE DISCLOSURE

A method for managing knowledge within an enterprise includes defining a business process structure within which knowledge (both recorded and unrecorded knowledge) is communicated, measuring the way in which knowledge is communicated

5 in a business process which produces an output of value to the enterprise (knowledge flow to value), optimizing the flow of knowledge throughout the enterprise, establishing a framework to support the rapid distribution, gathering and recording of knowledge, including capturing any unrecorded knowledge and recording in documents, defining a knowledge taxonomy for the enterprise which includes a classification system for

10 classifying the knowledge for the enterprise; and classifying the body of recorded knowledge according to the knowledge taxonomy for the enterprise.